

From: Kerry Crouse
To: Microsoft ATR
Date: 1/23/02 5:12pm
Subject: Microsoft Settlement

To whom it may concern,

I firmly believe Microsoft is quite guilty of monopolistic practices. While I don't believe inclusion of additional features into the operating system, (such as Internet Explorer) is particularly monopolistic, forcing computer distributors and manufacturers to include what they want don't want (or not include what they do want) seems to me to be symptoms of a monopoly. Selling a previous version of an operating system at substantially more money to force vendors to use a new operating system and users to use a newer operating system (whether anyone wants to or not) is, to me, another symptom of a monopoly. At one time, Microsoft offered free support for MS-Office products. Since the competition is no longer there, the free support is not there. The lack of free support seems to be more than just a coincidence.

While I do believe Microsoft's competitors, in their statements about Microsoft, exhibit quite a bit of envy at Microsoft's position, there is also truth in what they say.

While I think that breaking up Microsoft into separate companies, (3 or 4) would be appropriate, I don't think a breakup in and of itself would stop Microsoft from being monopolistic. The agreements Microsoft sets up with distributors and customers should NOT be allowed to be exclusive for Microsoft. Companies should not get discounts for using only Microsoft software. Getting a discount for using above a certain number of Microsoft packages or dollar amount is reasonable only as long as the discounts apply to everyone everywhere.

Thank you for your consideration of this letter.

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